

Information Technology Resource Management Council (ITRMC)
Access Idaho Steering Committee

Meeting Minutes
Approved by Committee October 28, 2004

September 23, 2004

The Access Idaho Steering Committee monthly meeting was held on Thursday, September 23, 2004, from 1:35 to 2:45 p.m., in Conference Room 155 of the LBJ Building, Boise, Idaho.

CALL TO ORDER, WELCOME

Chairman **Bill Farnsworth**, who welcomed members and others in attendance, called the meeting to order.

ATTENDANCE

Members/Designates Present:

Bill Farnsworth, ITRMC Staff
Chuck Goodenough, Secretary of State's Office
Sue Simmons, Idaho Transportation Dept.
Jeff Walker, Access Idaho
Charlie Wright, Dept. of Health and Welfare
Designate –
Eric Beck, Idaho Commerce and Labor

Absent Member(s):

Mark Little, Division of Purchasing
John McAllister, Idaho Commerce and Labor

Others Present:

Jon Eckerle, Department of Administration
Emily Gales, ITRMC Staff
Larry Larsen, MicroWorks

SERVICE LEVEL AGREEMENT (SLA) UPDATE

Chairman Farnsworth brought the committee up to date on the status of a pending amendment to a Department of Health and Welfare SLA addendum. A special meeting might be needed in order to approve the agreement, he said.

APPROVE MINUTES

MOTION: Wright moved and Farnsworth seconded a motion to approve the August 26, 2004, Access Idaho Steering Committee Meeting Minutes, and the motion passed unanimously.

REPORT FROM ACCESS IDAHO

Jeff Walker, Access Idaho, addressed the committee.

- The Access Idaho **General Manager's Report** was reviewed (refer to handout: http://www.idaho.gov/itrmc/committees/accessidaho/gm_reports/aug04.pdf), along with upcoming projects.
 - o Farnsworth recognized Access Idaho staff for providing a lot of help with the development of the Business Portal, business.idaho.gov.

Discussion Item:

- **Over-the-counter credit card payments.** At the request of **Chuck Goodenough**, Office of the Secretary of State (IDSOS), Walker gave an update on Access Idaho's point-of-sale credit card service (over-the-counter credit card payments) project.

REVIEW OF SLAs

Chairman Farnsworth briefly reviewed **Addendum G to the State Tax Commission SLA**.

MOTION: Beck moved and Goodenough seconded a motion to approve Addendum G to the State Tax Commission SLA, and the motion passed unanimously.

Farnsworth discussed **Addendum H to the State Tax Commission SLA**, an update to the International Fuel Tax Agreement (IFTA) tax renewal application.

MOTION: Simmons moved and Beck seconded a motion to approve Addendum H to the State Tax Commission SLA, and the motion passed unanimously.

Chairman Farnsworth and Walker then went over the **Board of Accountancy SLA**.

MOTION: Simmons moved and Goodenough seconded a motion to approve Addendum H to the State Tax Commission SLA, and the motion passed unanimously.

Discussion Item:

- Amendment to Department of Health and Welfare SLA Addendum B.
 - o **Sue Simmons**, Idaho Transportation Department, was concerned with the **completion timeline** in relation to committee review. Chairman Farnsworth explained issues with the document arose and were being addressed well before the completion date indicated in the document. Discussions to remedy the issues took place at that time and continued after the completion date. Problems centered around the initial fee structure.
 - o Simmons also inquired as to the amount of the **convenience fee** and wondered if it was too high. Walker clarified how the fee would be applied. Farnsworth provided some background information as to how the fee was decided on.
 - Farnsworth and Walker later discussed the expected nature and frequency of online child support payments.
 - o Simmons questioned the basis of the **portal fee**, as well. Also, she recommended an annual review of the fee because of its uniqueness. Walker explained how Access Idaho used the fee for portal development.
 - It was decided the document should be revised to include an annual review of the portal fee schedule, in addition and subsequent to the initial review six months following the effective go-live date of the application.
 - o Chairman Farnsworth advised of other suspected changes to the document.
 - o It was hoped a special meeting of the group would be held during the week of September 27 in order to approve the amendment to the Department of Health and Welfare SLA addendum. The final copy would be sent to committee members beforehand.

Chairman Farnsworth mentioned he and Walker would be attending the **NIC partner conference** in Nashville, Tennessee, October 5-7. (NIC is Access Idaho's parent company.)

DOT-GOV URL APPROVALS

Jon Eckerle, Department of Administration, reviewed the list of requested Uniform Resource Locators (URLs) (refer to handout:

<http://www.idaho.gov/itrmc/committees/accessidaho/minutes/m040923/dot-gov.pdf>). Farnsworth briefly discussed why the senior-related URLs were requested.

MOTION: Beck moved and Wright seconded a motion to approve use of the following URLs by State of Idaho tax-supported entities: ‘senior.idaho.gov,’ ‘seniorliving.idaho.gov,’ and ‘chartercommission.id.gov,’ and the motion passed unanimously.

Eckerle then solicited feedback on the dot-gov report he compiled monthly.

NEW BUSINESS

- **State homepage redesign.** Per Chairman Farnsworth, the target launch date was September 28. The governor’s senior communications advisor had expressed interest in the governor’s potential involvement. Farnsworth went on to describe site revisions made. The state homepage address would change from accessidaho.org to **idaho.gov** – with no “www” (the same was true for state theme portals such as trucking.idaho.gov and employee.idaho.gov).
- Chairman Farnsworth solicited **ideas for future applications**. He suggested a survey be developed for business and citizen input, and had begun a list of what other states were offering online versus what the state offered. This topic was discussed further, including applications already under consideration.
 - o **Charlie Wright**, Department of Health and Welfare, wondered if there was information that might need to be taken *off* of the web for the sake of security, and suggested the issue be addressed aggressively. This was talked about further.
- **Usage** of Idaho government online applications. Chairman Farnsworth noted 53% of new business registrations were done online using the Idaho Business Registration System during its first month of operation–prior to its official launch.

ADJOURNMENT

As there was no other business to come before the committee, Chairman Farnsworth thanked those in attendance and adjourned the meeting at 2:45 p.m. The next Access Idaho Steering Committee meeting was scheduled for Thursday, October 28, 2004, from 1:30 to 3:00 p.m. in Conference Room 155 of the LBJ Building, 650 West State Street, Boise.

Respectfully submitted,

Emily Gales, ITRMC Assistant